

FIG. 1

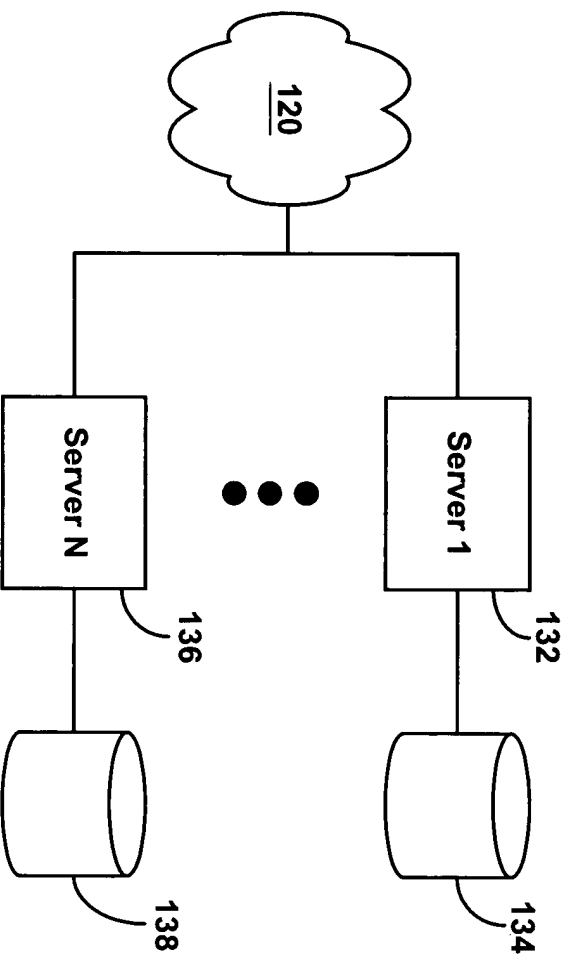


FIG. 2A

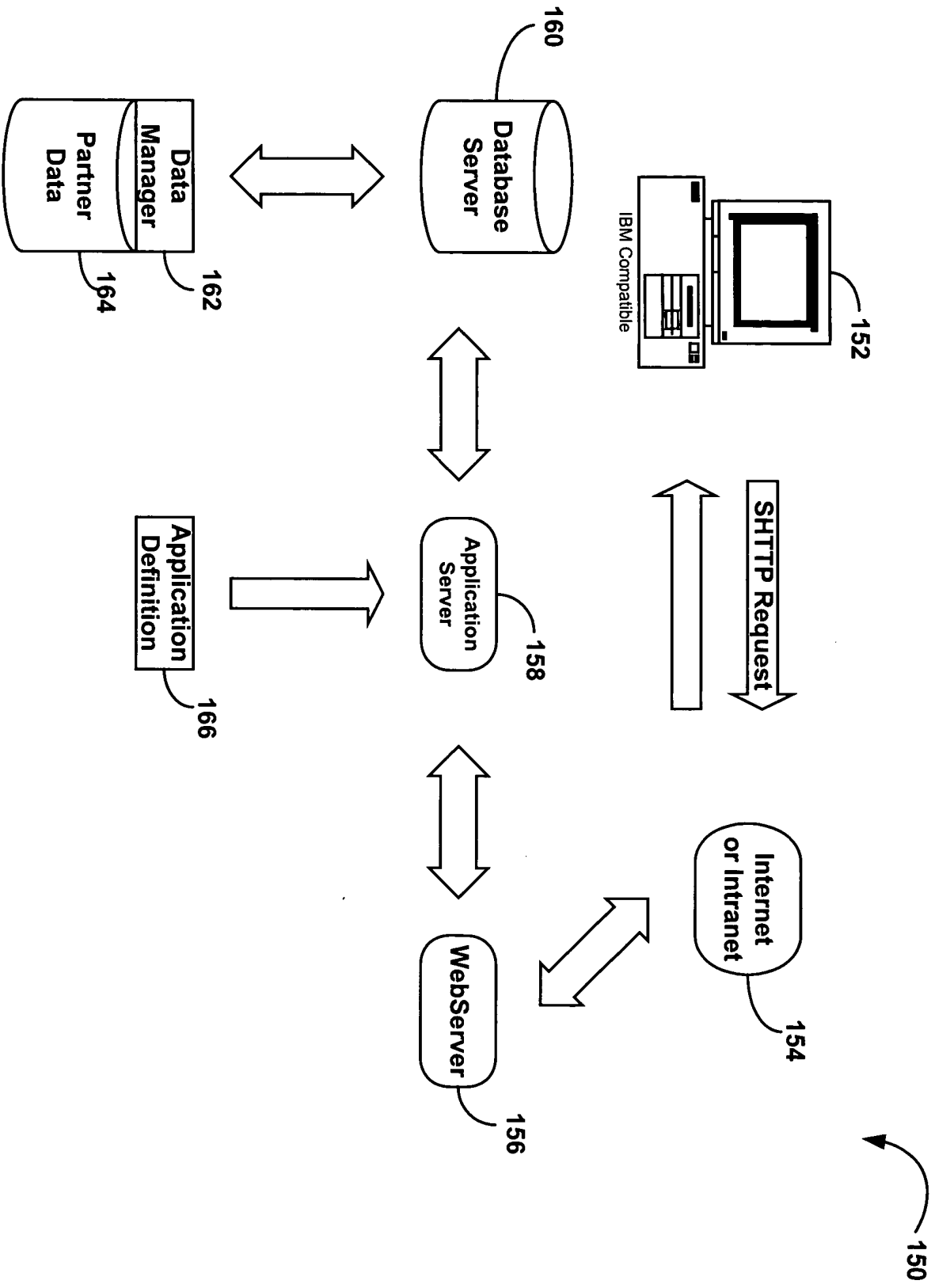


FIG. 2B

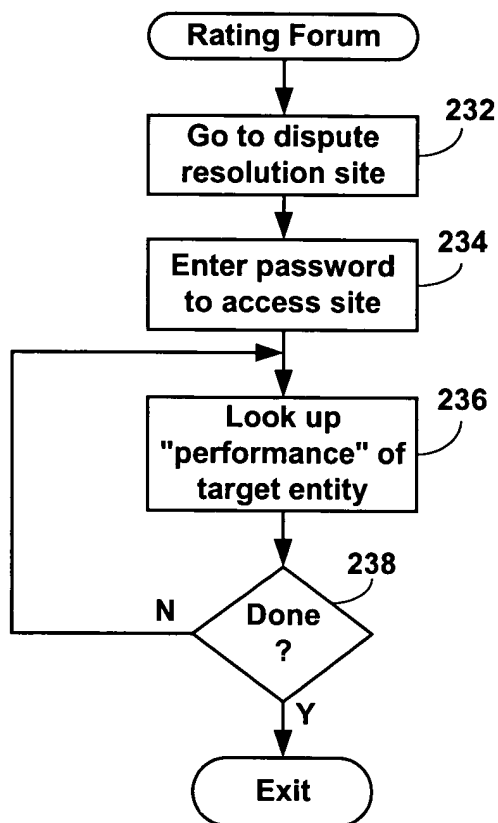


FIG. 3

SELLER REQUESTS COVERAGE - Story Board

12-17-99

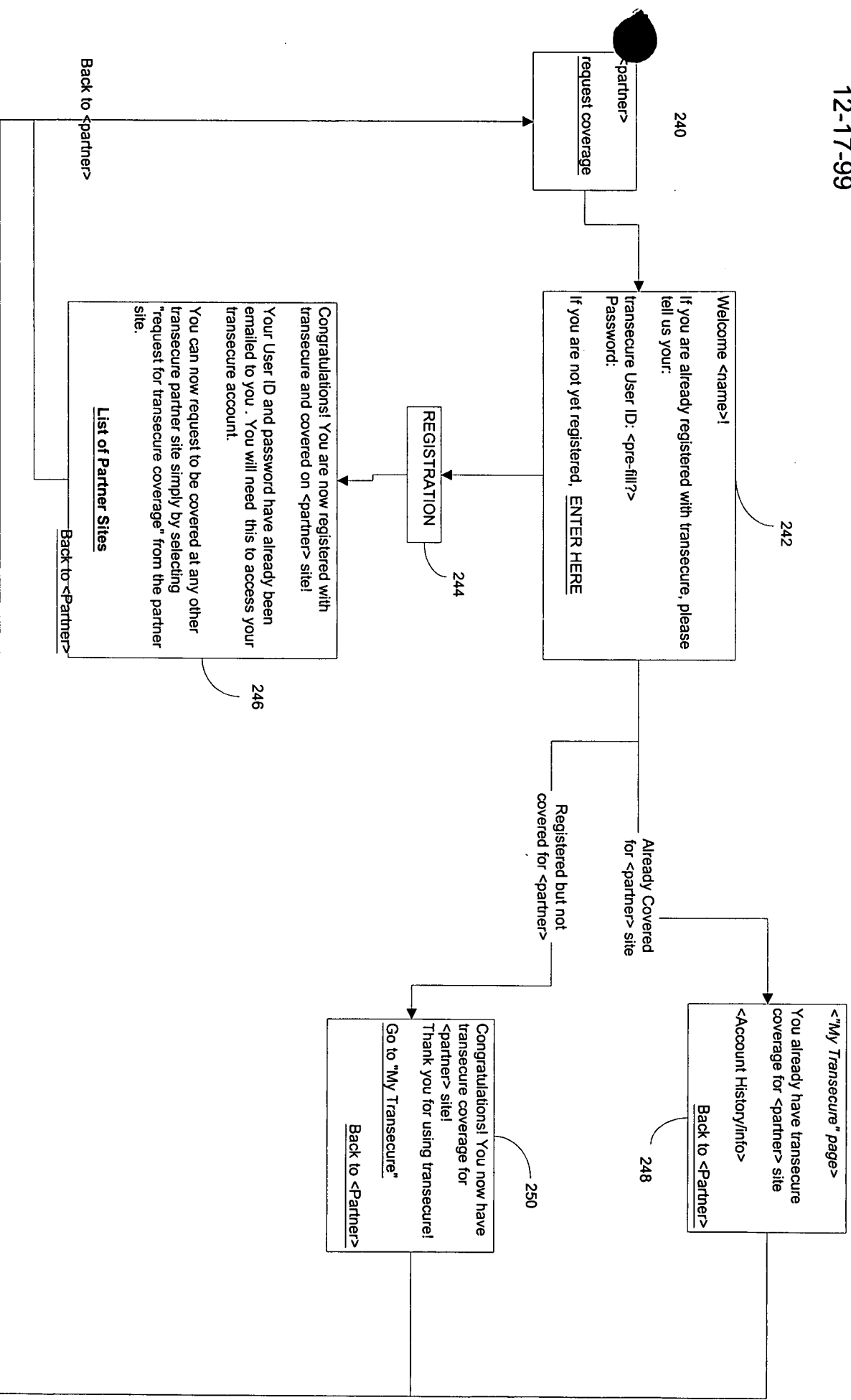


FIG. 4

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BUYER REGISTRATION - Story Board
12-17-99

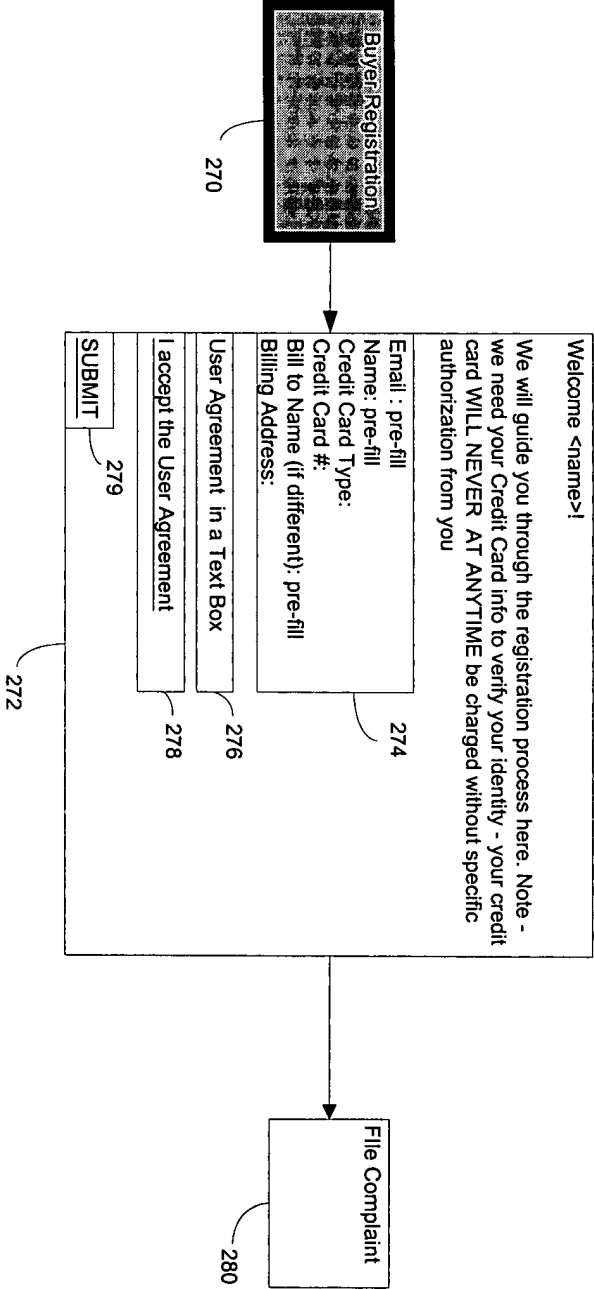
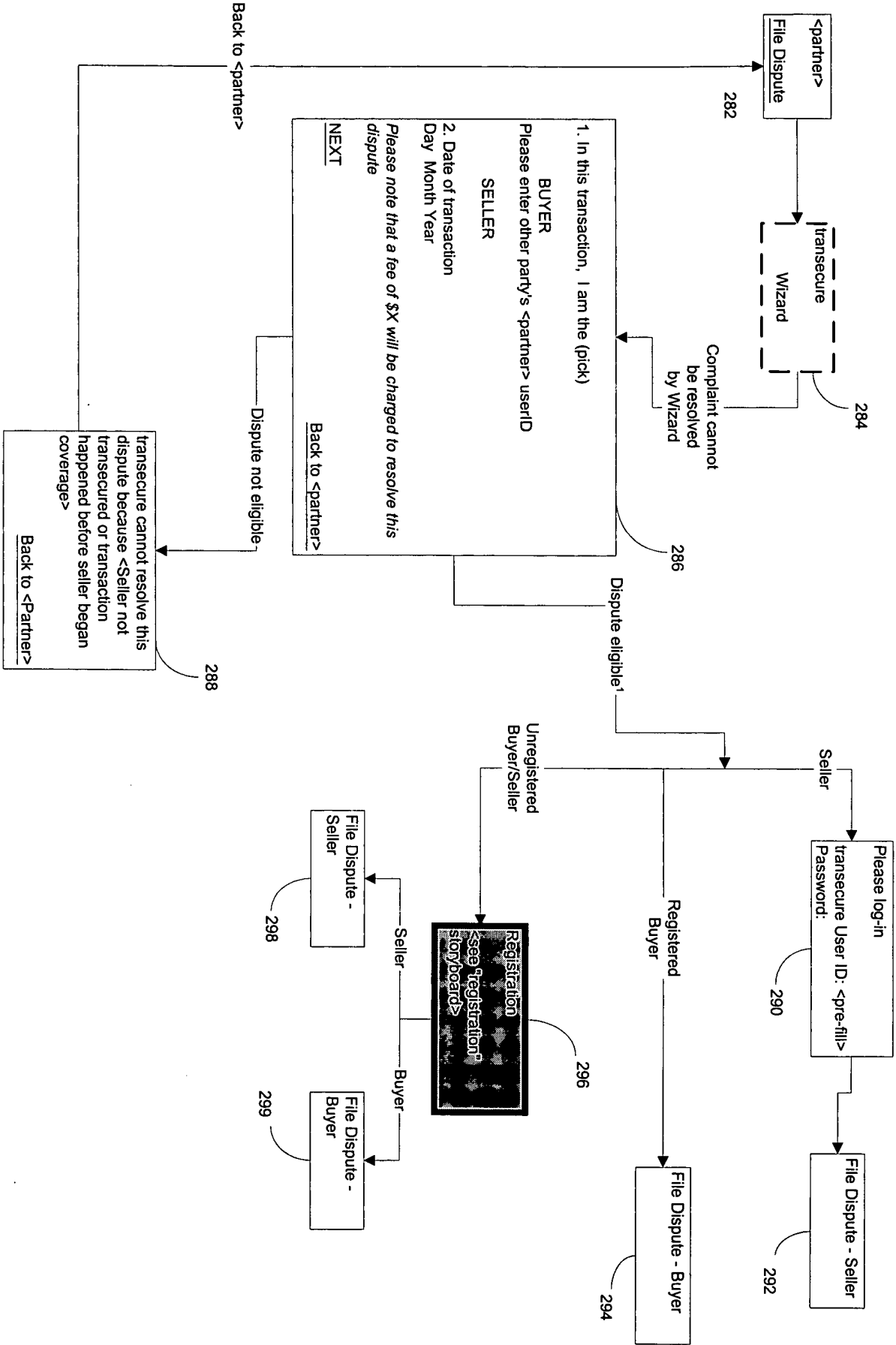


FIG. 5

09604459-000000

Complaint Filing Pre-Screen - Storyboard

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Functionality to be implemented in V2.0

Dispute eligible if seller registered with transecure and transaction occurred after seller began coverage

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ADR Case Lifecycle

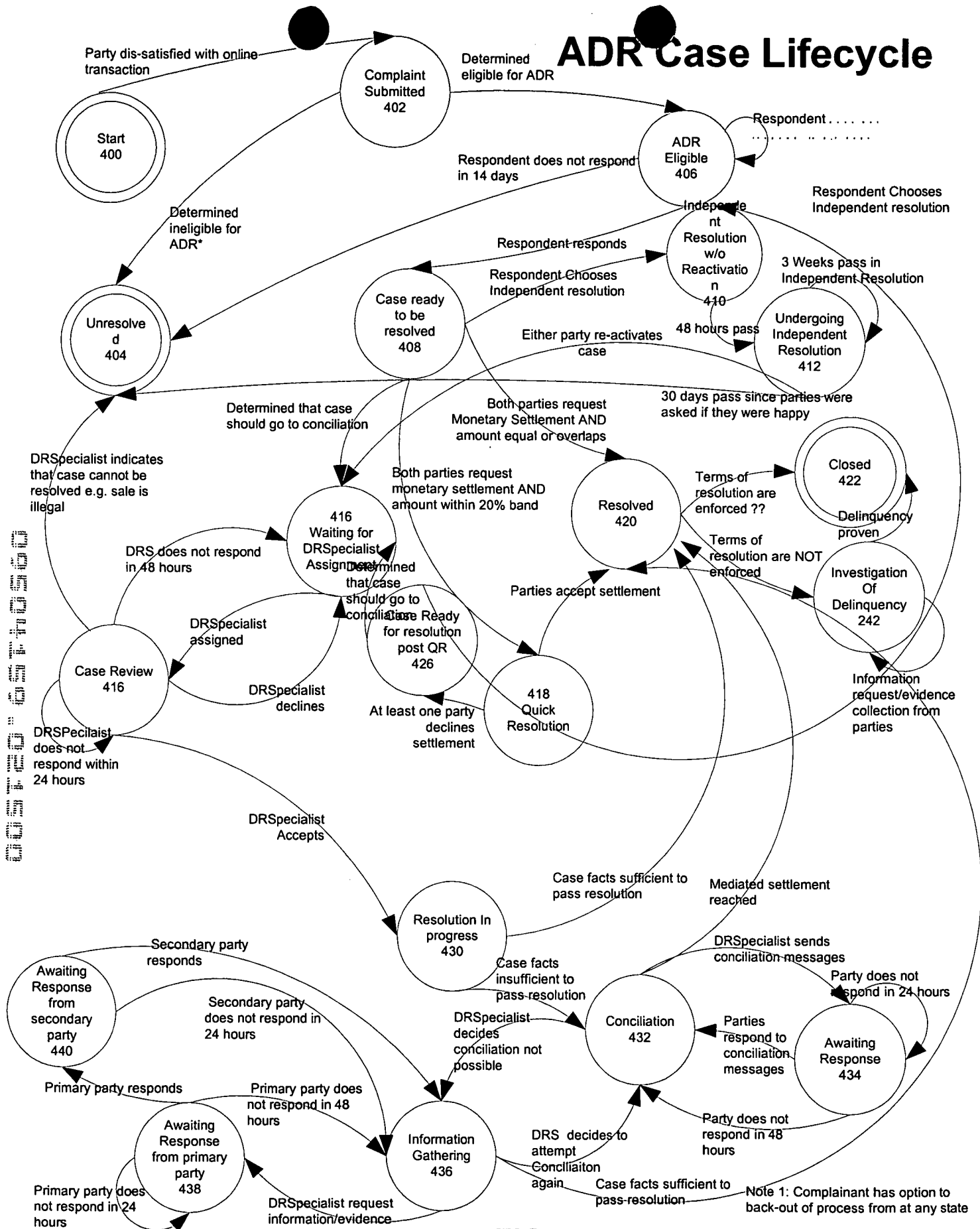


FIG. 7

005720-63710560

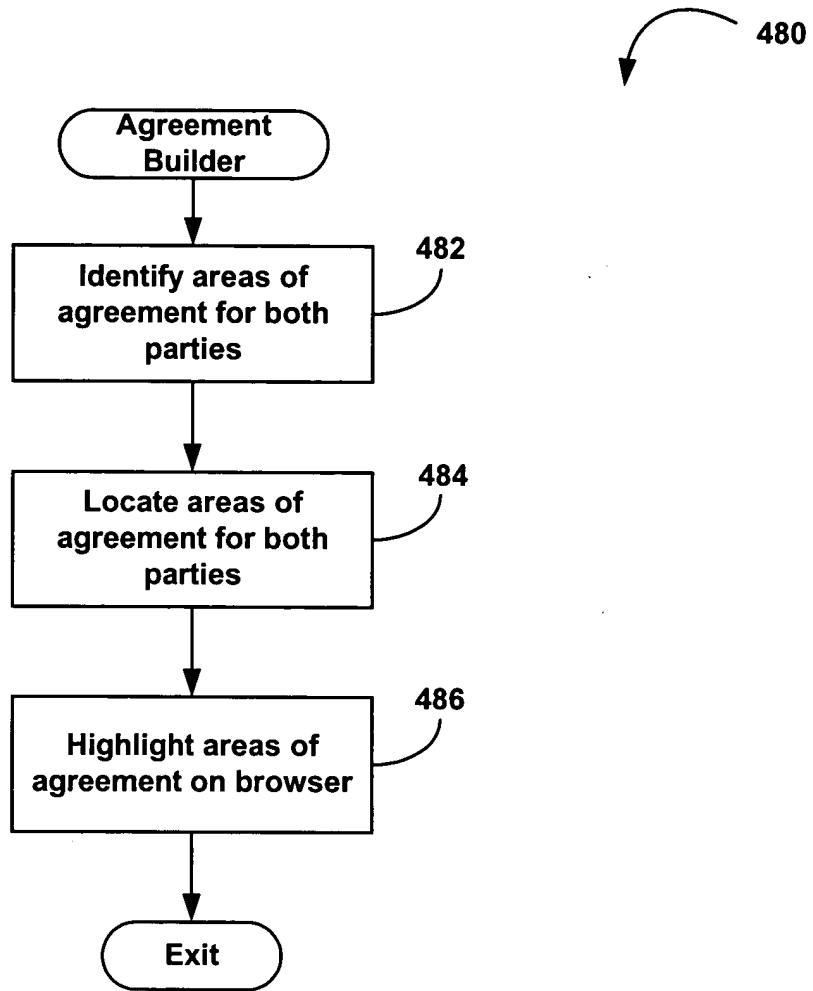


FIG. 8

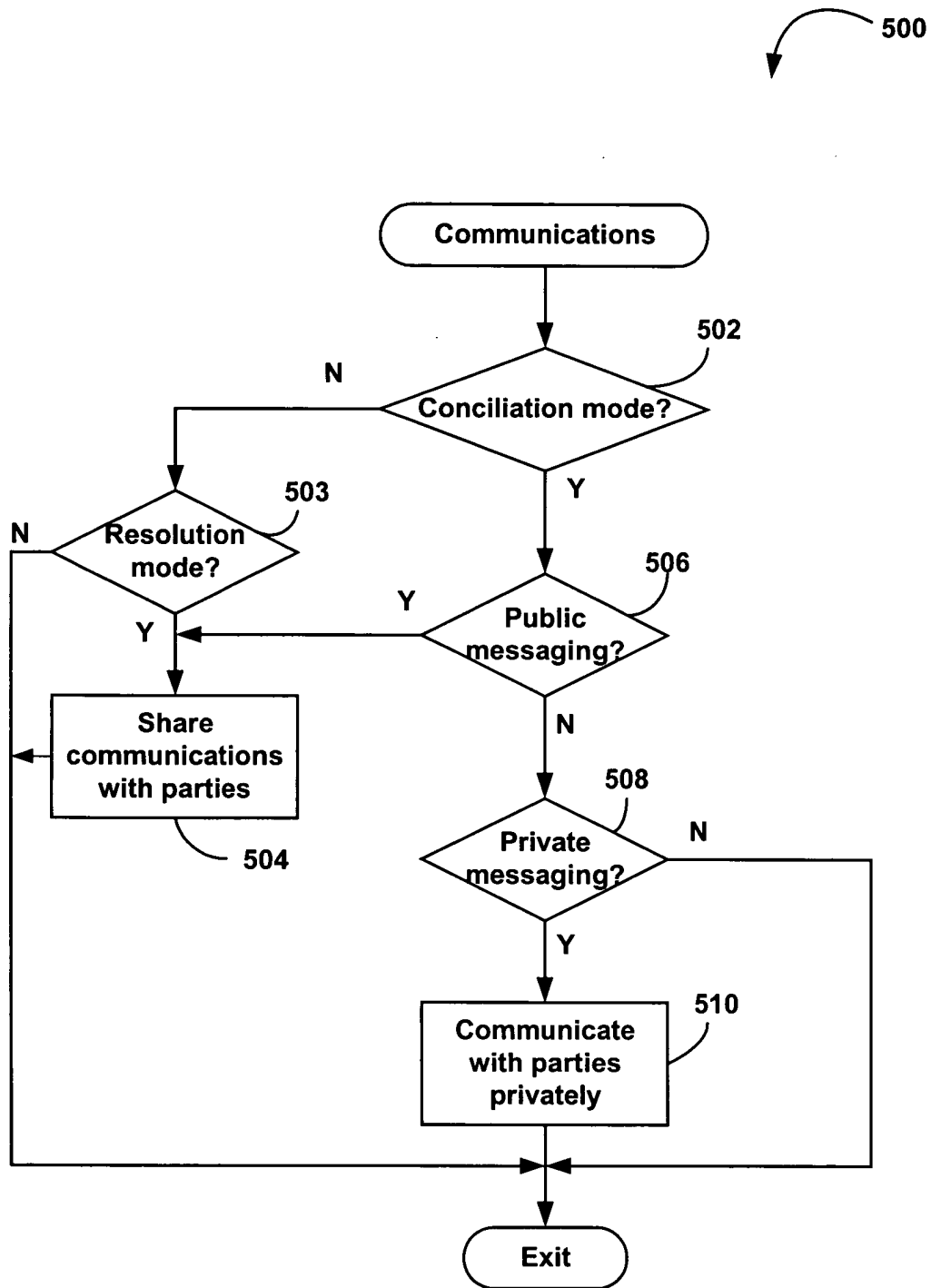


FIG. 9



FIG. 10

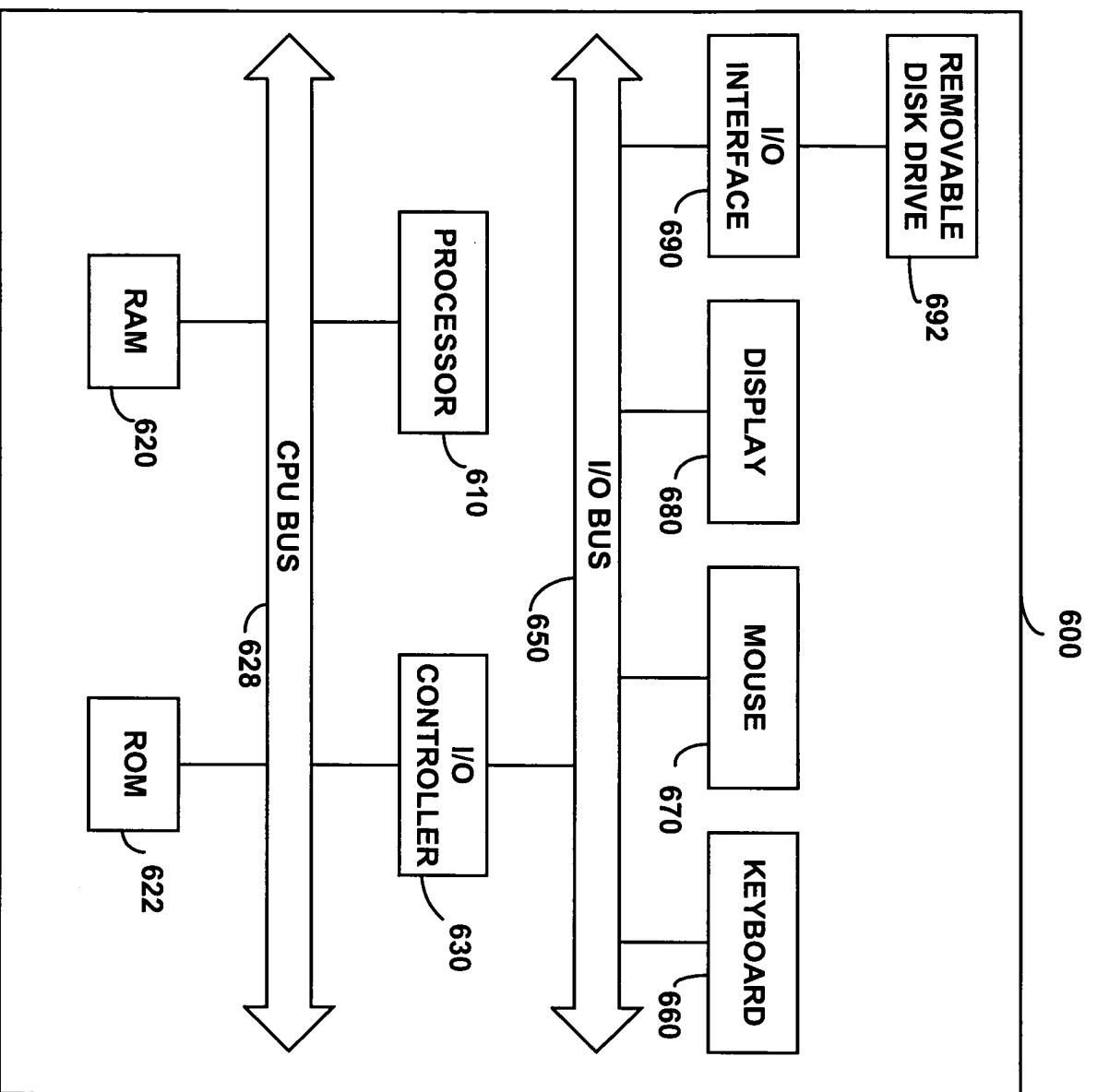


FIG. 11

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